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User Manual  
Wireless G  
Notebook Card

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VZ4010

# Table of Contents

<b>1 Introduction</b> .....	<b>1</b>
Benefits of a Home Network .....	1
Advantages of a Wireless Network .....	1
Placement of your Wireless Networking Hardware for Optimal Performance .....	2
<b>2 Overview</b> .....	<b>5</b>
Product Features .....	5
Applications and Advantages .....	6
Product Specifications .....	6
System Requirements .....	7
Package Contents .....	7
<b>3 Installing and Setting up the Card.</b> .....	<b>8</b>
Step 1: Install the Software .....	8
Step 2: Insert .....	9
Step 3: Configure .....	11
<b>4 Using the Wireless Networking Utility from Verizon</b> .....	<b>12</b>
Accessing the Wireless Networking Utility from Verizon from the Windows System Tray .....	12
Network Status .....	13
Available Networks .....	13
Network Status and Solution Tips .....	14
Setting Wireless Network Profiles .....	15
Securing your Wi-Fi Network .....	15
Configuring your Wireless G Notebook Card to use Security .....	19
<b>5 Troubleshooting.</b> .....	<b>25</b>
<b>6 Information.</b> .....	<b>34</b>

Thank you for purchasing the Wireless G Notebook Card (the Card) from Verizon. Now you can take advantage of this great new technology and gain the freedom to network your home and office computers wirelessly. This Card allows you to connect a notebook computer to your network. Please be sure to read through this User Manual completely, and pay special attention to the section entitled “Placement of your Wireless Networking Hardware for Optimal Performance”.

## Benefits of a Home Network

Your Verizon Home Network will allow you to:

- Share one high-speed Internet connection with all the computers in your home
- Share resources, such as files, and hard drives among all the connected computers in your home
- Share a single printer with the entire family
- Share documents, music, video, and digital pictures
- Store, retrieve, and copy files from one computer to another
- Simultaneously play games online, check Internet email, and chat

## Advantages of a Wireless Network

Here are some of the advantages of setting up a wireless network:

- **Mobility** – you’ll no longer need a dedicated “computer room”—now you can work on a networked laptop or desktop computer anywhere within your wireless range
- **Easy installation** – Verizon Quick Installation Software makes setup simple
- **Flexibility** – set up and access printers, computers, and other networking devices from anywhere in your home
- **Easy Expansion** – the wide range of Verizon networking products let you expand your network to include devices such as printers and gaming consoles
- **No cabling required** – you can spare the expense and hassle of retrofitting Ethernet cabling throughout the home or office
- **Widespread industry acceptance** – choose from a wide range of interoperable networking products

### **Placement of your Wireless Networking Hardware for Optimal Performance**

Your wireless connection will be stronger the closer your computer is to your wireless router. Typical indoor operating range for your wireless devices is between 100 and 200 feet. In the same way, your wireless connection and performance will degrade somewhat as the distance between your wireless router and connected devices increases. This may or may not be noticeable to you. As you move farther from your wireless router, connection speed may decrease. Factors that can weaken signals simply by getting in the way of your network's radio waves are metal appliances or obstructions, and walls.

If you have concerns about your network's performance that might be related to range or obstruction factors, try moving the computer to a position between five and 10 feet from the wireless router in order to see if distance is the problem. If difficulties persist even at close range, please contact Verizon Technical Support at 888-604-5880.

**Note:** While some of the items listed below can affect network performance, they will not prohibit your wireless network from functioning; if you are concerned that your network is not operating at its maximum effectiveness, this checklist may help.

#### **1. Placement of your Wireless Router**

Place your wireless router, the central connection point of your network, as close as possible to the center of your wireless network devices.

To achieve the best wireless network coverage for your "wireless clients," (i.e. computers enabled by Wireless Notebook Cards, Wireless Desktop Cards, and Wireless USB Adapters):

- Ensure that your wireless router's antennas are parallel to each other, and are positioned vertically (toward the ceiling). If your wireless router itself is positioned vertically, point the antennas as much as possible in an upward direction.
- In multistory homes, place the wireless router on a floor that is as close to the center of the home as possible. This may mean placing the wireless router on an upper floor.
- Try not to place the wireless router near a cordless 2.4GHz phone.

## 2. Avoid Obstacles and Interference

Avoid placing your wireless router near devices that may emit radio “noise”, such as microwave ovens. Other objects that can inhibit wireless communication can include:

- Refrigerators
- Washers and/or dryers
- Metal cabinets
- Large aquariums
- Metallic-based, UV-tinted windows

If your wireless signal seems weak in some spots, make sure that objects such as these are not blocking the signal’s path between your computers and wireless router.

## 3. Cordless Phone Placement

If the performance of your wireless network is impaired after attending to the above issues, and you have a cordless phone:

- Try moving cordless phones away from the wireless router and your wireless-enabled computers.
- Unplug and remove the battery from any cordless phone that operates on the 2.4GHz band (check manufacturer’s information). If this fixes the problem, your phone may be interfering.
- If your phone supports channel selection, change the channel on the phone to the farthest channel from your wireless network as possible. For example, change the phone to channel 1 and move your wireless router to channel 11. (Your channel selection will vary depending on your region.) See your phone’s user manual for detailed instructions.
- If necessary, consider switching to a 900MHz or 5GHz cordless phone.

### **4. Choose the “Quietest” Channel for your Wireless Network**

In locations where homes or offices are close together, such as apartment buildings or office complexes, there may be wireless networks nearby that can conflict with yours. Use the Site Survey capabilities of your Wireless Networking Utility to locate any other wireless networks, and move your wireless router and computers to a channel as far away from other networks as possible.

Experiment with more than one of the available channels in order to find the clearest connection and avoid interference from neighboring cordless phones or other wireless devices.

For more networking products from Verizon, use the detailed Site Survey and wireless channel information included in your User Manual.

### **5. Secure Connections, VPNs, and AOL**

Secure connections typically require a user name and password, and are used where security is important. Secure connections include:

- Virtual Private Network (VPN) connections, often used to connect remotely to an office network
- The “Bring Your Own Access” program from America Online (AOL), which lets you use AOL through broadband provided by another DSL or cable service
- Most online banking websites
- Many commercial websites that require a user name and password to access your account

Secure connections can be interrupted by a computer’s power management setting, which causes it to “go to sleep.” The simplest solution to avoid this is to simply reconnect by re-running the VPN or AOL software, or by re-logging into the secure website.

A second alternative is to change your computer’s power management settings so it does not go to sleep; however, this may not be appropriate for portable computers. To change your power management setting in Windows, see the “Power Options” item in the Control Panel.

If you continue to have difficulty with Secure Connections, VPNs, and AOL, please review steps 1–4 in the previous pages to be sure you have addressed these issues.

For more information regarding our networking products, visit our website at [Verizon.com/networking](http://Verizon.com/networking) or call Verizon Technical Support at 888-604-5880.

## Product Features

The Card complies with the IEEE 802.11g standard in order to communicate with other 802.11g-compliant wireless devices at 54Mbps. The Card is compatible with all 802.11g devices as well as other 802.11b products at 11Mbps. 802.11g products operate on the same 2.4GHz frequency band as 802.11b Wi-Fi® products.

- 2.4GHz ISM (Industrial, Science, and Medical) band operation
- Integrated easy-to-use Wireless Configuration Utility
- CardBus interface, for operation in virtually any notebook computer
- WPA, WPA2, 64-bit WEP (Wired Equivalent Privacy), or 128-bit encryption
- Wireless access to networked resources
- Support for both Infrastructure and Ad-Hoc (peer-to-peer) networking modes
- Data rate of up to 54Mbps (802.11g), or 11Mbps (802.11b)
- Easy installation and use
- External antenna
- LED power and network link indicators

### Applications and Advantages

- **Wireless roaming with a laptop around the home or office**  
Offers the freedom of networking without cables
- **Connection rates of up to 54Mbps**  
Provides immediate, higher-speed wireless connectivity at home, work, and hotspot locations without compromising the use of existing 802.11b products
- **Compatibility with 802.11b products**  
802.11g wireless LAN solutions are backward-compatible with existing Wi-Fi (IEEE 802.11b) products and with other products that display the 54g™ mark
- **Difficult-to-wire environments**  
Enables networking in buildings with solid or finished walls, or open areas where wiring is difficult to install
- **Frequently changing environments**  
Adapts easily in offices or environments that frequently rearrange or change locations
- **Temporary LANs for special projects or peak time**  
Sets up temporary networks such as at trade shows, exhibitions, and construction sites, which need networks on a short-term basis; also companies who need additional workstations for a peak activity period
- **SOHO (Small Office/Home Office) networking needs**  
Provides the easy and quick, small network installation SOHO users need

### Product Specifications

Host Interface	32-bit CardBus
Power Consumption	Tx/Rx peak 450/260mA @ 3.3VDC (max)
Operating Temperature	32–185 degrees F (0–85 degrees C)
Storage Temperature	-40–194 degrees F (-40–90 degrees C)
Humidity	Max. 95% (non-condensing)
Typical Operating Range	Up to 400 ft. (231m) (wireless performance may vary depending on the networking environment)





**(a) Link LED**

Lights up when the Card links to a wireless network

**(b) Activity LED**

Lights up when the Card is active

**(c) Card Connector**

Part of the Card that fits into your computer's CardBus slot

## System Requirements

- PC-compatible laptop with one available CardBus slot
- Windows® 98SE, Me, 2000, XP

## Package Contents

- Wireless G Notebook Card
- Quick Installation Guide
- Installation Software CD
- User Manual

## Step 1 | Install the Software

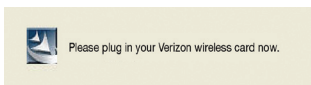
### Important Note: Install the software before inserting the Card

- 1.1 Insert the Installation Software CD into your CD-ROM drive.
- 1.2 The Wireless Networking Utility (WNU) setup screen will automatically appear (may take 15–20 seconds to appear).



**Note:** If the WNU setup screen does not appear within 20 seconds, access your CD-ROM: double-click on the “My Computer” icon and then double-click on the CD-ROM drive into which you have placed the installation CD. Double-click on the folder named “Files”, then double-click on the icon named “setup.exe”.

- 1.3 Click “install” from the menu.



- 1.4 The installer will now start. The wizard will then prompt you to plug in your Card.

## Step 2 | Insert

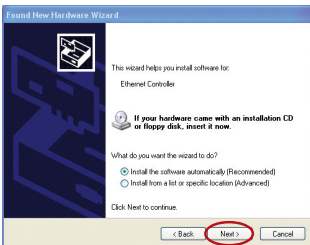
### Plug the Card into an Available CardBus Slot on your Notebook Computer



- 2.1** During the install process, you will be prompted to insert your Card. Firmly insert the Card, label side UP, into your computer's CardBus slot until it stops. Click "OK". The power light on the top of the Card will light when the Card is inserted properly.

**Note:** If your system did not prompt you to insert your Card after the installation is completed, please do so now.

**Note:** If you are using the Windows XP operating system, you will not be prompted to reboot until after the drivers are installed.



- 2.2** The wizard will prompt you to install software for the Wireless G Notebook Card. Select the "Install the software automatically (Recommended)" option. Click "Next".

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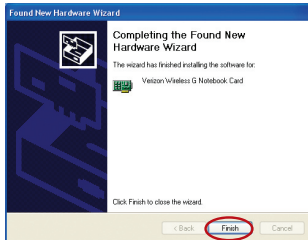
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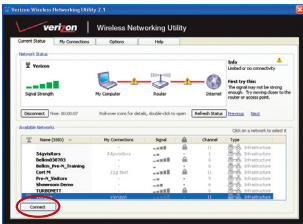
**2.3** Hardware installation is now complete. Click “Finish” to close the wizard.

## Step 3 | Configure

### Use the Wireless Networking Utility from Verizon

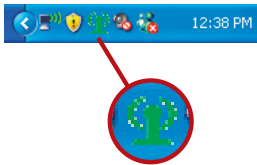


**3.1** After restarting your computer, double-click the Wireless Networking Utility (WNU) icon on the desktop screen.



**3.2** The WNU screen will appear.

**3.3** Select a network to connect to from the "Available Networks" list and click "Connect".



**3.4** The WNU icon can also be found on the system tray.

**Note:** Double-clicking on the WNU icon on the system tray will bring up the "Utility" screen.

**Installation is now complete.**

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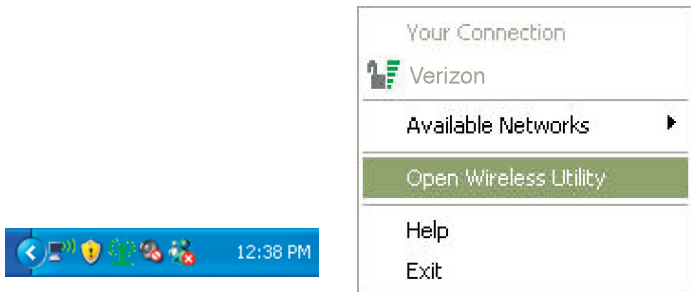
section

# Using the Wireless Networking Utility from Verizon

After successfully installing the Wireless Networking Utility (WNU) from Verizon, configurations for wireless connection and security are just a few easy clicks away.

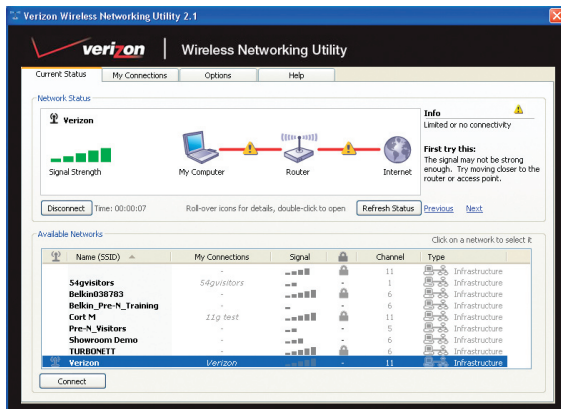
## Accessing the WNU from the Windows System Tray

To access the WNU, simply place your mouse pointer and right-click over the WNU icon on the Windows task tray.



If the icon is not present, click on "Start > Programs > Wireless Utility".

The WNU's default screen is the "Current Status" tab. The "Current Status" tab displays the current Network Status and Available Networks.



## Network Status

This window displays the connectivity status of the current network. It even displays connectivity between the computer and router, and router and Internet. In the event of a connectivity problem, this window can be used to determine the problem's source (e.g. computer, router, or Internet/modem).

## Available Networks

This window displays the available networks at the current location as well as their SSID, Signal Strength, Security Type, Channel, and Network Type.

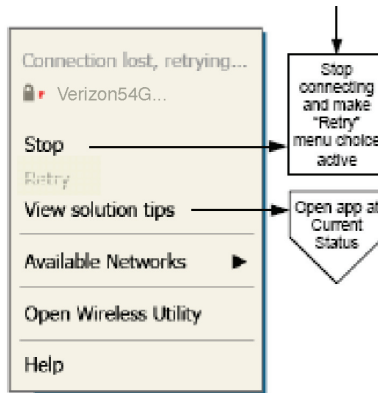
## Lost Wireless Connection

If the current wireless connection is lost, a window will pop up and the WNU will attempt to reconnect.



## Connection Failure

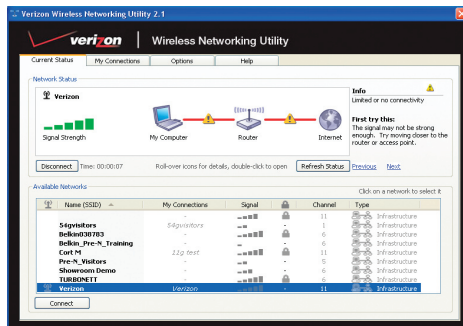
Other options will appear during attempts to reconnect. To stop connecting, click “Stop” and to reattempt connection, click “Retry”.



Right-click during connection failure

## Network Status and Solution Tips

To further understand the current Network Status, click “Open Wireless Utility”. The default screen will be the “Current Status” tab and the “Network Status” section determines which connections are good and/or faulty.

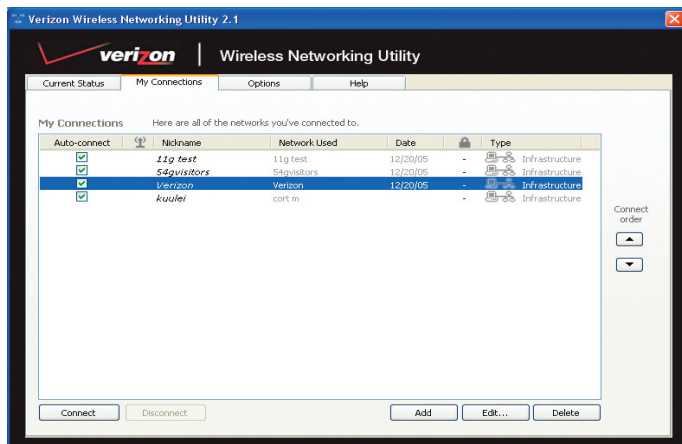


The WNU also features a “Solution Tips” section that provides troubleshooting guidelines.



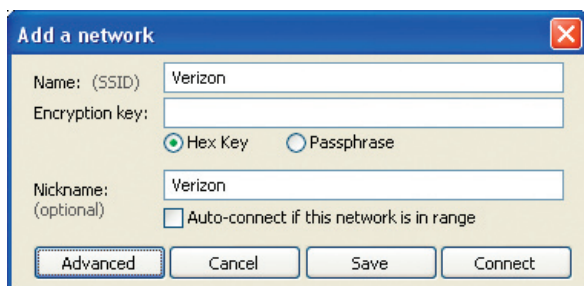
## Setting Wireless Network Profiles

The “My Connections” tab on the WNU allows you to add, edit, and delete connection profiles. It also displays signal strength, security, and network type.



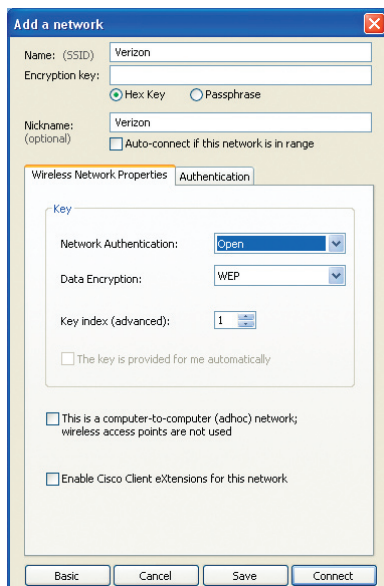
## Securing your Wi-Fi® Network

If you choose to connect to a secure network, determine the type of security (WPA or WEP\*) and use the appropriate field in the dialog box.



**Note:** When you select a network using encryption, you will first see the simple

security screen. Click the “Advanced” button to see other security options (below).



**\*Note:** Types of security

**Wireless Equivalent Privacy (WEP)** is a less secure, but more widely adopted wireless security protocol. Depending on the security level (64- or 128-bit), the user will be asked to input a 10- or 26-character hex key. A hex key is a combination of letters, a–f, and numbers, 0–9.

**Wi-Fi Protected Access (WPA)** is the new standard in the wireless security. However, not all wireless cards and adapters support this technology. Please check your wireless adapter’s user manual to check if it supports WPA. Instead of a hex key, WPA uses only passphrases, which are much easier to remember.

The following section, intended for the home, home-office, and small-office user, presents a few different ways to maximize the security of your wireless network.

**At the time of publication, four encryption methods are available:**

### Encryption Methods:

Name	64-Bit Wired Equivalent Privacy	128-Bit Wired Equivalent Privacy	Wi-Fi Protected Access-TKIP	Wi-Fi Protected Access 2
Acronym	64-bit WEP	128-bit WEP	WPA-TKIP/AES (or just WPA)	WPA2-AES (or just WPA2)
Security	Good	Better	Best	Best
Features	Static keys	Static keys	Dynamic key encryption and mutual authentication	Dynamic key encryption and mutual authentication
	Encryption keys based on RC4 algorithm (typically 40-bit keys)	More secure than 64-bit WEP using a key length of 104 bits plus 24 additional bits of system-generated data	TKIP (Temporal Key Integrity Protocol) added so that keys are rotated and encryption is strengthened	AES (Advanced Encryption Standard) does not cause any throughput loss

## WEP

WEP is a common protocol that adds security to all Wi-Fi-compliant wireless products. WEP gives wireless networks the equivalent level of privacy protection as a comparable wired network.

### 64-Bit WEP

64-bit WEP was first introduced with 64-bit encryption, which includes a key length of 40 bits plus 24 additional bits of system-generated data (64 bits total). Some hardware manufacturers refer to 64-bit as 40-bit encryption. Shortly after the technology was introduced, researchers found that 64-bit encryption was too easy to decode.

### 128-Bit Encryption

As a result of 64-bit WEP's potential security weaknesses, a more secure method of 128-bit encryption was developed. 128-bit encryption includes a key length of 104 bits plus 24 additional bits of system-generated data (128 bits total). Some hardware manufacturers refer to 128-bit as 104-bit encryption. Most of the new wireless equipment in the market today supports both 64-bit WEP and 128-bit WEP encryption, but you might have older equipment that only supports 64-bit WEP. All wireless products from Verizon will support both 64-bit WEP and 128-bit encryption.

### Encryption Keys

After selecting either the 64-bit WEP or 128-bit encryption mode, it is critical that you generate an encryption key. If the encryption key is not consistent throughout the entire wireless network, your wireless networking devices will be unable to communicate with one another. You can enter your key by typing in the hex key. A hex (hexadecimal) key is a combination of numbers and letters from A–F and 0–9. For 64-bit WEP, you need to enter 10 hex keys. For 128-bit WEP, you need to enter 26 hex keys.

For instance:

**AF 0F 4B C3 D4** = 64-bit WEP key

**C3 03 0F AF 0F 4B B2 C3 D4 4B C3 D4 E7** = 128-bit WEP key

Write down the hex WEP key from your wireless router and enter it manually into the hex WEP key table in your Card's configuration screen.

### WPA

**WPA** is a new Wi-Fi standard that improves upon the security features of WEP. To use WPA security, the drivers and software of your wireless equipment must be upgraded to support it. These updates will be found on your wireless vendor's website. There are three types of WPA security: WPA-PSK (no server), WPA (with radius server), and WPA2.

**WPA-PSK (no server)** uses what is known as a pre-shared key as the network key. A network key is a password that is between eight and 63 characters long. It can be a combination of letters, numbers, or characters. Each client uses the same network key to access the network. Typically, this is the mode that will be used in a home environment.

**WPA (with radius server)** is a system where a radius server distributes the network key to the clients automatically. This is typically found in a business environment.

**WPA2** requires Advanced Encryption Standard (AES) for encryption of data, which offers much greater security than WPA. WPA uses both Temporal Key Integrity Protocol (TKIP) and (AES) for encryption.

## Setting up your Wireless Router to use Security

To start using security, you need to first enable WEP or WPA for your wireless router. For Wireless Routers from Verizon, these security features can be configured by using the web-based interface. See your wireless router’s manual for directions on how to access the management interface.

**IMPORTANT:** You must now set all wireless network cards/adapters to match these settings.

## Configuring your Wireless G Notebook Card to use Security

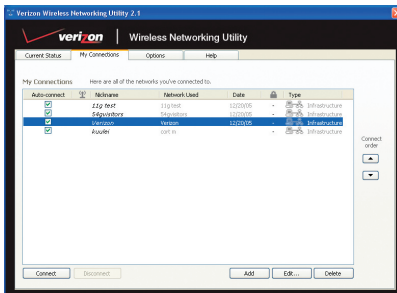
At this point, you should already have your wireless router set to use WPA or WEP. In order for you to gain wireless connection, you will need to set your Wireless G Notebook Card to use the same security settings.

## Changing the Wireless Security Settings

The Wireless G Notebook Card supports the latest WPA security feature as well as the legacy WEP security standard. By default, wireless security is disabled.

To enable security, you will first need to determine which standard is used by the router. (See your wireless router’s manual for directions on how to access the security settings.)

To access the security settings on your Card, click the “My Connections” tab and point to the connection for which you want to



change security settings. Click “Edit” to change settings.

## WEP Setup

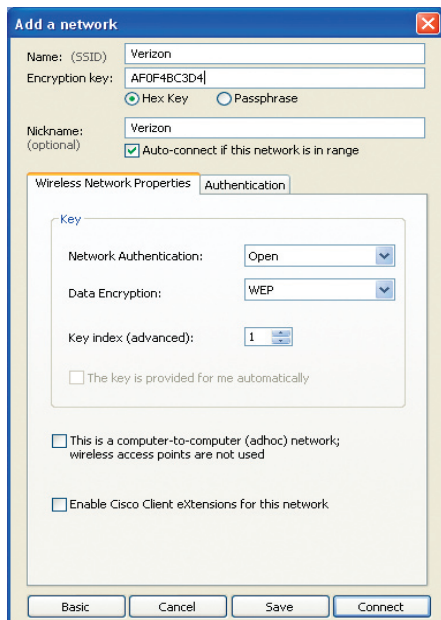
### 64-Bit WEP Encryption

1. Select “WEP” from the “Data Encryption” drop-down menu.
2. After selecting your WEP encryption mode, you can enter your key by typing in the hex key manually.

A hex (hexadecimal) key is a combination of numbers and letters from A–F and 0–9. For 64-bit WEP, you need to enter 10 hex keys.

For instance:

**AF 0F 4B C3 D4** = 64-bit WEP key



3. Click “Save” to finish. Encryption in the wireless router is now set. Each of your computers on your wireless network will now need to be configured with the same security settings.

**WARNING:** If you are using a wireless client to turn on the security settings in your wireless router, you will temporarily lose your wireless connection until you activate security on your wireless client. Please record the key prior to applying changes in the wireless router. If you don't remember the hex key, your client will be locked out of the wireless router.

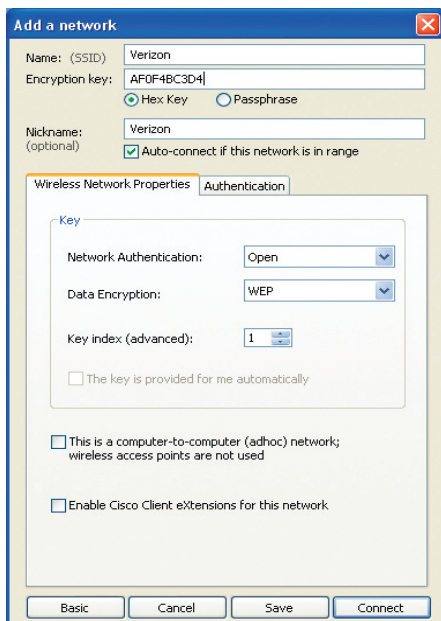
## 128-Bit WEP Encryption

1. Select "WEP" from the drop-down menu.
2. After selecting your WEP encryption mode, you can enter your key by typing in the hex key manually.

A hex (hexadecimal) key is a combination of numbers and letters from A–F and 0–9. For 128-bit WEP, you need to enter 26 hex keys.

For instance:

**C3 03 0F AF 0F 4B B2 C3 D4 4B C3 D4 E7** = 128-bit WEP key



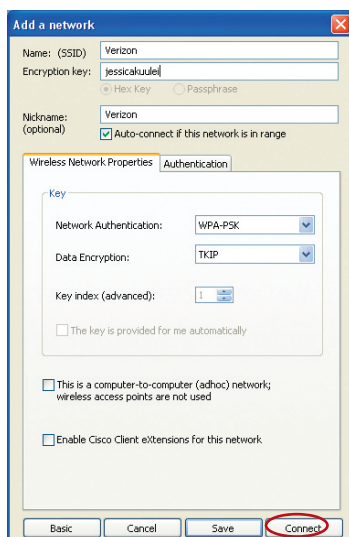
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### WPA-PSK (no server)

Choose this setting if your network does not use a radius server. WPA-PSK (no server) is typically used in home and small office networking.

1. From the “Network Authentication” drop-down menu, select “WPA-PSK (no server)”.
2. Enter your network key. This can be from eight to 63 characters and can be letters, numbers, or symbols. This same key must be used on all of the clients (network cards) that you want to include in your wireless network.

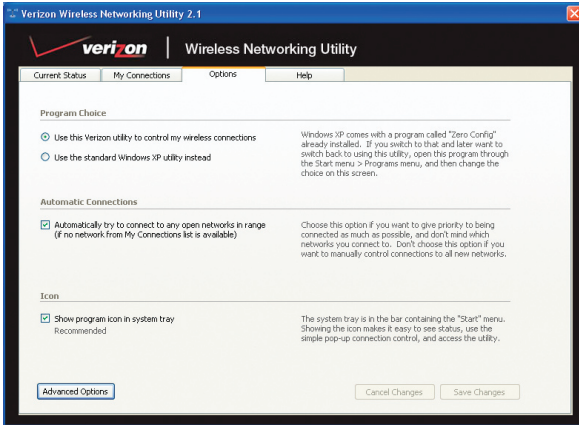




3. Click “Save” to finish. You must now set all clients (network cards) to match these settings.

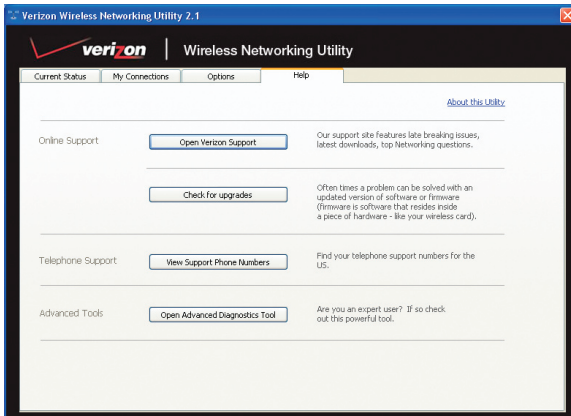
## Wireless Networking Utility Options

The “Options” tab on the Wireless Networking Utility (WNU) provides the user the ability to customize his or her WNU settings.



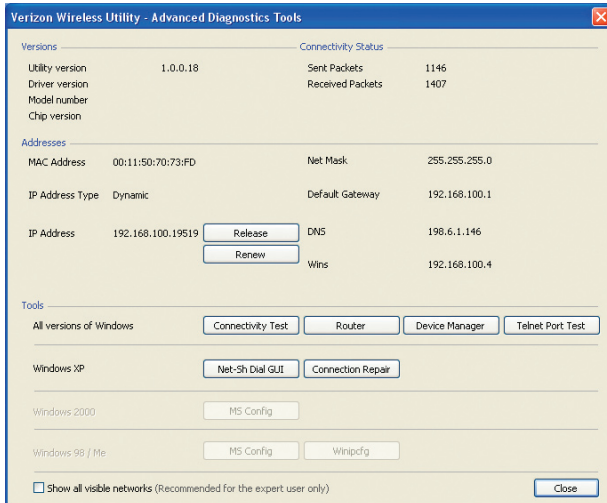
## WNU Help

The WNU “Help” tab provides users with access to online and telephone support, as well as advanced diagnostic tools.



## Advanced Diagnostic Tools

The “Advanced Diagnostic Tools” section is the central control panel for all the settings of the hardware and software components of the wireless network. It provides an array of tests and connectivity services to ensure optimal network performance.



## I can't connect to the Internet wirelessly.

If you are unable to connect to the Internet from a wireless computer, please check the following items:

1. Look at the lights on your wireless router. If you're using a Wireless Router from Verizon, the lights should be as follows:
  - The "Power" light should be on.
  - The "Connected" light should be on, and not blinking.
  - The "WAN" light should be either on or blinking.

If your Wireless Router's lights have the above characteristics, go to number **2** below.

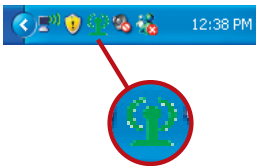
If this is **NOT** the case, make sure:

- The router's power cord is plugged in.
- All cables are connected between the router and the modem.
- All the modem's LEDs are functioning correctly. If not, see your modem's user manual.
- Reboot the router.
- Reboot the modem.

If you continue to have issues, please contact Verizon Technical Support at 888-604-5880.

If you are not using a Wireless Router from Verizon, consult that router manufacturer's user guide.

2. Open your wireless utility software by clicking on the icon in the system tray at the bottom right-hand corner of the screen. If you're using a Wireless Card from Verizon, the tray icon should look like this (the icon may be red or green):



3. The exact window that opens will vary depending on the model of wireless card you have; however, any of the utilities should have a list of “Available Networks”. Available networks are wireless networks to which you can connect.

If you are using a Verizon 802.11b Router, the default name should be “WLAN”.

If you are NOT using a Verizon Router, please consult your router manufacturer’s user manual for the default name.

**The name of your wireless network appears in “Available Networks”.**

If the correct network name is listed in the “Available Networks” list, please follow the steps below to connect wirelessly:

1. Click on the correct network name in the “Available Networks” list.
2. If the network has security (encryption) enabled, you will need to enter the network key. Click “Connect”. For more information regarding security, see the page entitled: “Securing your Wi-Fi Network” on page 15 of this User Manual.
3. Within a few seconds, the tray icon in the lower right-hand corner of your screen should turn green, indicating a successful connection to the network.

If you are still unable to access the Internet after connecting to the wireless network, please contact Verizon Technical Support at 888-604-5880.

## **The name of your wireless network DOES NOT appear in the list of “Available Networks”.**

If the correct network name is not listed, check the SSID settings to see if they match. The SSID is case-sensitive and the spelling on each computer must be exactly the same in order for the Card to connect to the wireless router.

**Note:** To check the SSID settings or look for an available network, double-click the Signal Indicator icon to bring up the “Wireless Networks” screen. Click “Add” if you do not see the network you are trying to connect to and type in the SSID. For more information about setting up an SSID, please reference your router manufacturer’s user manual.

If issues persist even at close range, please contact Verizon Technical Support at 888-604-5880.

## **Installation CD-ROM does not start Wireless Networking Utility.**

If the CD-ROM does not start the Wireless Networking Utility (WNU) from Verizon automatically, it could be that the computer is running other applications that are interfering with the CD drive.

If the WNU screen does not appear within 15-20 seconds, open up your CD-ROM drive by double-clicking on the “My Computer” icon. Next, double-click on the CD-ROM drive that the Installation CD has been placed in to start the installation. Then double-click on the folder named “Files”. Next, double-click on the icon named “setup.exe”.

## **Power LED does not come ON; Card is not working.**

If the LED indicators are not ON, the problem may be that the Card is not connected or installed properly.

Verify that the Card is plugged firmly into the CardBus slot of your computer. Check to see that the drivers for the Card have been installed. Right-click on the “My Computer” icon on your desktop. Chose “Properties” and navigate to the “Device Manager” and see if your CardBus Card is listed without any errors. If an error is indicated, contact Verizon Technical Support at 888-604-5880.

### **Link LED is blinking slowly; I cannot connect to a wireless network or the Internet.**

If your Card appears to be functioning properly, but you cannot connect to a network or you have a red wireless icon at the bottom of your screen, the problem may be that there is a mismatch between the network name (SSID) settings in your wireless network properties.

Check the SSID settings to see if they match. The SSID is case-sensitive and the spelling on each computer must be exactly the same in order for the Card to connect to the wireless router.

**Note:** To check the SSID settings or look for an available network, double-click the Signal Indicator icon to bring up the “Wireless Networks” screen. Click “Add” if you do not see the network you are trying to connect to and type in the SSID.

For more information about setting up an SSID, please reference your router manufacturer’s user manual. If issues persist even at close range, please contact Verizon Technical Support at 888-604-5880.

### **Link LED is solid but I cannot connect to the Internet.**

If you have a signal but can’t get online or obtain an IP address, the problem may be that there is a mismatch between the encryption key settings in your computer and wireless router.

Check the WEP key settings to see if they match. The key is case-sensitive and the spelling on each computer and wireless router must be exactly the same in order for the Card to connect to the router. For more information about encryption, please see “Securing your Wi-Fi Network” on page 15 of this User Manual.

If issues persist even at close range, please contact Verizon Technical Support at 888-604-5880.

## Data transfer is sometimes slow.

Wireless technology is radio-based, which means connectivity and the throughput performance between devices decreases when the distance between devices increases. Other factors that will cause signal degradation (metal is generally the worst culprit) are obstructions such as walls and metal appliances. As a result, the typical indoor range of your wireless devices will be between 100 to 200 feet. Note also that connection speed may decrease as you move farther from the wireless router.

In order to determine if wireless issues are related to range, we suggest temporarily moving the computer, if possible, to five to 10 feet away from the wireless router. Please see the section titled "Placement of your Wireless Networking Hardware for Optimal Performance" on page 2 of this User Manual. If issues persist even at close range, please contact Verizon Technical Support at 888-604-5880.

## Signal strength is poor.

Wireless technology is radio-based, which means connectivity and the throughput performance between devices decreases when the distance between devices increases. Other factors that will cause signal degradation (metal is generally the worst culprit) are obstructions such as walls and metal appliances. As a result, the typical indoor range of your wireless devices will be between 100 to 200 feet. Note also that connection speed may decrease as you move farther from the wireless router.

In order to determine if wireless issues are related to range, we suggest temporarily moving the computer, if possible, to five to 10 feet away from wireless router.

**Changing the wireless channel** – Depending on local wireless traffic and interference, switching the wireless channel of your network can improve performance and reliability. The default channel the router is shipped with is channel 11. You may choose from several other channels depending on your region; see your router's user manual for instructions on how to choose other channels.

**Limiting the wireless transmit rate** – Limiting the wireless transmit rate can help improve the maximum wireless range, and connection stability. Most wireless cards have the ability to limit the transmission rate. To change this property, go to the Windows Control Panel, open “Network Connections” and double-click on your Card’s connection. In the “Properties” dialog, select the “Configure” button on the “General” tab (Windows 98 users will have to select the Wireless Card in the list box and then click “Properties”), then choose the “Advanced” tab and select the rate property. Wireless client cards are usually set to automatically adjust the wireless transmit rate for you, but doing so can cause periodic disconnects when the wireless signal is too weak; as a rule, slower transmission rates are more stable. Experiment with different connection rates until you find the best one for your environment; note that all available transmission rates should be acceptable for browsing the Internet. For more assistance, see your wireless card’s literature.

If issues persist even at close range, please contact Verizon Technical Support at 888-604-5880.



## Why are there two wireless utilities in my system tray? Which one do I use?

There are several features and advantages to be gained by using the WNU over the Windows XP Wireless Zero Configuration Utility. We offer a site survey, detailed link information, and adapter diagnosis, to name a few.

It's essential to know which utility is managing your Card. We recommend using the WNU. To use the WNU, follow the steps below:

**Step 1** Right-click on the network status icon in the system tray and select the "Status" tab.

**Step 2** From the "Status" tab, uncheck the "Use Windows to configure my wireless network settings" box. Once the box is unchecked, click the "Close" button to close the window.

You are now using the WNU to configure the Card.

1

2

3

4

5

6

section

**Card does not perform or connection is unstable when computer has a second built-in wireless network card (such as a mini PCI or Intel® Centrino™).**

This condition occurs if your computer has a built-in wireless card while your Wireless Card is also active. This happens because Windows must now handle two active wireless connections.

You need to disable the built-in wireless card from your computer under “Network Adapters” in the Device Manager.

**Card does not perform or connection is slow when computer has a built-in wired Ethernet card.**

This condition occurs if your computer has an active Ethernet card while your Wireless Card is also active. This happens because Windows must now handle two active network connections. You need to disable the Ethernet card from your computer under “Network Adapters” in the Device Manager.

## Technical Support

You can find technical support information at **Verizon.com/networking**. If you want to contact technical support by phone, please call:

**US: 888-604-5880**

1

2

3

4

5

6

section

**Manufactured by Belkin**

**FCC Statement**

**DECLARATION OF CONFORMITY WITH FCC RULES  
FOR ELECTROMAGNETIC COMPATIBILITY**

We, Belkin Corporation, of 501 West Walnut Street,  
Compton, CA 90220, declare under our sole  
responsibility that the product,

F5D7010

to which this declaration relates, complies with Part 15  
of the FCC Rules. Operation is subject to the following  
two conditions: (1) this device may not cause harmful  
interference, and (2) this device must accept any  
interference received, including interference that may  
cause undesired operation.

**Caution: Exposure to Radio Frequency Radiation.**

The radiated output power of this device is far below the FCC radio frequency exposure limits. Nevertheless, the device shall be used in such a manner that the potential for human contact during normal operation is minimized.

When connecting an external antenna to the device, the antenna shall be placed in such a manner to minimize the potential for human contact during normal operation. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm (8 inches) during normal operation.

**Federal Communications Commission Notice**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

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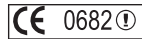
This equipment generates, uses, and can radiate radio frequency energy. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

### Modifications

The FCC requires the user to be notified that any changes or modifications to this device that are not expressly approved by Verizon may void the user's authority to operate the equipment.

- EN 55022 (CISPR 22) – Electromagnetic Interference
- EN 55024 (IEC61000-4-2,3,4,5,6,8,11) – Electromagnetic Immunity
- EN 61000-3-2 (IEC610000-3-2) – Power Line Harmonics
- EN 61000-3-3 (IEC610000) – Power Line Flicker
- EN 60950 (IEC60950) – Product Safety



Products that contain the radio transmitter are labeled with CE 0682 or CE alert marking and may also carry the CE logo.



### Belkin Corporation Limited Five-Year Product Warranty

Belkin Corporation warrants this product against defects in materials and workmanship for five years. If a defect is discovered, Belkin will, at its option, repair or replace the product at no charge provided it is returned during the warranty period, with transportation charges prepaid, to the authorized Belkin dealer from whom you purchased the product. Proof of purchase may be required.

### **Manufactured by Belkin**

This warranty does not apply if the product has been damaged by accident, abuse, misuse, or misapplication; if the product has been modified without the written permission of Belkin; or if any Belkin serial number has been removed or defaced.

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BELKIN IS NOT RESPONSIBLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO, LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPROGRAMMING OR REPRODUCING ANY PROGRAM OR DATA STORED IN, OR USED WITH, BELKIN PRODUCTS.

Some states do not allow the exclusion or limitation of incidental or consequential damages or exclusions of implied warranties, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

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# User Manual Wireless G Notebook Card

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**Verizon Technical Support**  
888-604-5880

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